

Tips for Helping Naturalized, Derived, and Non-Citizens Apply for Marketplace Coverage

If you help naturalized, derived, and non-citizens enroll in Marketplace coverage through HealthCare.gov, here are a few tips for successful enrollment:

1. What to do if there's trouble with identity (ID) proofing:

All people who want to apply for coverage through HealthCare.gov need to have their identities verified. To do this, the Marketplace may need copies of documents, like a driver's license or Social Security card. We're working to add more documents to this, so check back.

2. What to do if a naturalized citizen doesn't have a Naturalization Certificate or Certificate of Citizenship:

If a person says they're a naturalized or derived citizen on their application, they'll need to enter information from their Naturalization Certificate or Certificate of Citizenship. If the person you're helping doesn't have one of these documents for electronic verification, they can submit another document, like a U.S. Passport or Certificate of Adoption, in "My Account" or in the mail, if they're asked to provide more information.

3. What to do if someone doesn't have all requested information from their immigration document:

If a person doesn't have all of the document information we ask for, but does have an alien number or I-94 number, they can verify their status using one of these numbers, rather than providing multiple numbers for their document. To do this, the person should:

1. Select "Other documents or status types" from the document drop-down list when asked which document they have.
2. Check the "Other" box.
3. Enter a description of the type of document they have that supports their status.
4. Select that they have an alien number or I-94 number.
5. Enter their alien number or I-94 number into the document number field.

4. What to do if a non-citizen is under 100% of the federal poverty level:

A person can enroll in a Marketplace plan and may qualify for a tax credit or cost-sharing reduction if they:

- Are otherwise eligible and lawfully present
- Have an income under 100% of the federal poverty level
- Aren't eligible for Medicaid based on their immigration status

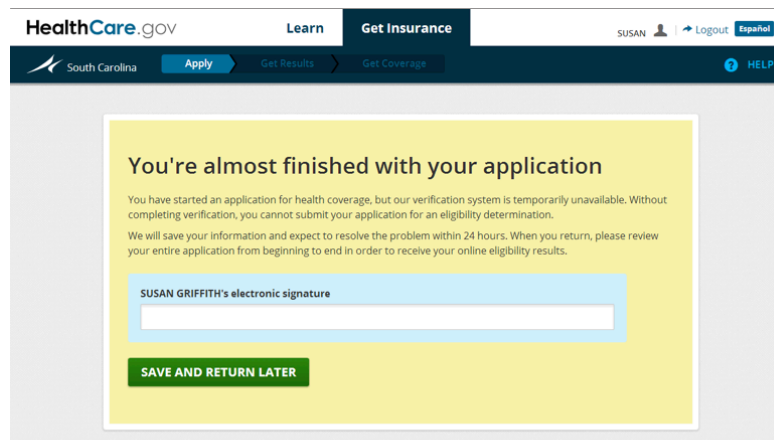
If all 3 of these apply to the person you're helping, here's what they should do:

1. Select the box attesting that they have eligible immigration status.
2. Select their most current immigration document supporting their immigration status from the drop-down list.
3. Enter the requested document information.

Some users that fit these criteria may have issues enrolling in Marketplace coverage through [HealthCare.gov](https://www.healthcare.gov). If so, they should check back.

5. What to do if someone gets a yellow screen that indicates data sources are down:

A person may see this yellow screen at the end of their application if a data source (like the IRS, Social Security, or Department of Homeland Security) used to verify their information is unavailable:



This could be caused by a number of issues. If this happens to the person you're helping, tell them to save their application and return later to submit it. The problem should be resolved within 24 hours, and they should be able to successfully submit their application.

